

LIGHT READING

c u s t o m e r n e w s l e t t e r

Jan/Feb 2009



Conservation is our resource of choice



In November 2008, the Mayor and the City Council agreed to a significant commitment that will double our conservation efforts throughout City Light's service territory. The 2009 budget includes a \$10.8 million investment, with a total of \$214 million during the next five years. In effect, we will be investing to save enough energy to equal the power that would be produced by a new hydroelectric plant. The conservation program targets residential and commercial customers, providing a number of programs and incentives to reach our goal.



\$30 rebate for your old fridge or freezer

An old refrigerator or freezer can use as much as four times the energy of a newer, more efficient model. You can save as much as \$140 per year in energy costs by letting us haul your old fridge away, free of charge. We'll protect the environment by recycling it and reward you with a \$30 rebate! In order to qualify, appliances must work and measure 10 cubic feet or more. Call **1-877-577-0510** or visit jacoinc.net for more information and to schedule a pickup.



Home heating conservation tips

Space heating is the largest energy consumer in the typical Seattle home. It pays to know your heating system and to take steps to conserve.

- Set your thermostat to 68° F when you're home and turn it to 55° or off when you're away for several hours or asleep. It takes 10-30 minutes to bring your home's temperature back to 68°, even if the heat has been off all night.
- If you have baseboard heaters with older "comfort zone" thermostats, upgrade to newer thermostats that provide precise temperature control that can be programmed for pre-set times. Programmable thermostats are also available for gas, oil and electric furnaces.
- If you have a forced-air heating system, check ducts in your basement, crawl and attic spaces for air leaks using a smoking incense stick. Seal leaks using mastic or metal tape (not duct tape). Wrap minimum R-11 insulation material around air ducts in unheated areas.

Want more information and tips? Call City Light's Conservation Help Line at **(206) 684-3800**.

Free solar events

Solar Hot Water 101 Workshop

Saturday, February 7, 2009

10 a.m. – 1 p.m.

REI Flagship Store,

222 Yale Ave. N., Seattle

Reservations are required.

City Light will offer one free solar workshop monthly through June 2009. Dates and locations are currently being scheduled. For more information, or to make a reservation call **(206) 684-3800** or visit www.seattle.gov/light/solar.



Weatherization for eligible homeowners

The Department of Housing's HomeWise Program provides free weatherization for qualified low-income homeowners and landlords with low-income renters. For information about income guidelines and other qualifications, visit www.seattle.gov/housing/HomeWise or call **(206) 684-0244**.



Power outage reminders



- Keep an emergency kit containing battery-operated radio, flashlight, fresh batteries, light sticks and survival blanket. Do not use candles or anything with an open flame.
- To prevent deadly carbon monoxide poisoning, always operate grills and generators outdoors away from open windows and vents.
- Customers on life-sustaining equipment should have emergency power backup, and call **(206) 684-3020** to be placed on a medical alert list.
- For information about current power outages, call **(206) 684-7400**. If you're experiencing an outage that isn't mentioned on the recording, leave a message reporting your outage on this line.

City Light collects data on utility poles



City Light is examining its utility poles located in Seattle and other communities we serve. Beginning in February, our contractor will collect data on more than 100,000 poles during a six to nine month period. The information collected will help us to repair, replace and restore poles with greater efficiency and cost effectiveness. This project supports our mission to deliver the best customer service experience of any utility in the nation.

The data-collection workers may need access to poles located in and around your property. Each of these individuals will carry an identification badge from City Light, and will show it to you upon request. If you have questions or concerns about this assessment, please call **(206) 386-4685**.

Identity theft prevention

Seattle City Light and Seattle Public Utilities are developing new policies and procedures for detecting and preventing customer identity theft.

The changes are part of the Federal Trade Commission's Fair and Accurate Credit Transactions Act of 2003 that requires businesses to create Identify Theft Prevention Programs (ITPP) for both new and existing customer accounts.

Protections under development include:

- requiring proof of identification to open or change customer accounts;
- verification of identification via credit bureaus or other sources;
- ensuring limited and secure access to customer databases;
- reporting suspected identity theft or fraud to law enforcement agencies.

The ITPP will be in place by May 1, 2009. Please look for more information in future newsletters about how this will affect your utility account.

Email inquiries to respond.scl@seattle.gov.



Did you know?

- Low-income families may qualify for a 50 percent discount on their utility rates. For more information or to request an application, call **(206) 684-0268** or visit www.peoplepoint.info.
- You can now donate to Project Share by rounding up your bill payments to the next highest dollar amount, for one year. To sign up, see the enclosed coupon. Customer donations to Project Share help income-eligible customers pay their electric bills during times of crisis. Questions? Call **(206) 684-3000**.



Coming soon: paperless billing

Many of our customers have requested paperless bills. Stay tuned because in the coming months, we will make bills available electronically to those who enroll. Our new eBill option will provide the following online services: e-mail notices to customers when new statements are issued; one-time or recurring payment options; and the ability to view up to 24 months of billing history. Watch for more details about eBill in future *Light Reading* newsletters.


Seattle City Light is a publicly owned utility dedicated to exceeding our customers' expectations in producing and delivering low-cost, reliable power in an environmentally responsible and safe way. We are committed to delivering the best customer service experience of any utility in the nation.



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This newsletter is available in alternate formats upon request. Translated newsletter information is available in Spanish, Vietnamese, Chinese, Somali, Tagalog and Korean. Call (206) 684-3000. www.seattle.gov/light

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